



SAP on AWS: AKG Group modernizes global ERP infrastructure

Specialist for high-performance radiators and heat exchangers
brings SAP system to the AWS Cloud together with Syntax

“As an internationally operating company, our global SAP system is the hub for all business-relevant processes,” explained Michael Kramer, Head of Corporate IT at the AKG Group. The manufacturer of high-performance heat exchangers, cooling modules and thermal management systems employs more than 3,200 people worldwide and has eleven production sites in Germany, France, Latvia and Turkey, India, the USA, Brazil, Mexico and China. Together with Syntax, the specialist for high-performance radiators and heat exchangers has migrated its SAP ERP system from its own data center to the AWS Cloud and has taken over the operation and maintenance of the system. Support outsourced to relieve the internal IT department.

From in-house support to managed on-prem

For years, the company’s own IT specialists took care of the operation of the SAP ECC 6.0 hosted on-premises. As part of a regular modernization of the data centre, the hardware manufacturer of the equipment took over the system support remotely as part of a “managed on-prem deal”. When the partner discontinued this service, the AKG Group had to find alternatives.

One aspect was a priority for Kramer: “We definitely didn’t want to bring responsibility for day-to-day operations back into our internal team, as that would have taken up too many of the already scarce resources. IT specialists.” So the decision was made to host the SAP system with a hyperscaler in the future and outsource support to a service provider.

With Syntax into the AWS Cloud

After analysing the market and carefully examining various offers, the AKG Group chose AWS as its hosting platform. In the next step, Kramer and his team set out to find a suitable partner who could both support the migration and provide the right hosting solution. This partner should also provide services for the subsequent SAP Basis operation, and thus be very familiar with both SAP and the AWS-specific cloud environment

One service provider stood out in particular during the selection process. “At Syntax, we learned a lot from the very first meetings,” emphasized Kramer. “We immediately realized that they don’t just spout hollow sales phrases, but communicate honestly with technically experienced professionals at eye level.”

CUSTOMER STORY AKG GROUP

At a glance

Industry:	High-performance coolers and heat exchangers
Location:	Headquarters in Germany, 11 locations worldwide
Solution:	Migration of the SAP ERP system to the AWS Cloud
Result:	Successful cloud migration with minimal downtime and improved system availability.



At Syntax, we knew right from the start that we were working with competent professionals who spoke our language and communicated with us as equals. Together, we managed to realise such a large project completely on time and on budget.

- Michael Kramer

Head of Corporate IT at the AKG Group



Other decisive factors were the comprehensive service portfolio, the geographical coverage of the service provider, and demonstrable expertise in the area of IT security - an aspect that was particularly important to the management. This convincing overall package ensured that Syntax was awarded the contract.

Well planned and cleanly migrated

Before the start of the cloud migration, fine-tuning was carried out with Syntax. “The coordination before the actual kick-off was remarkably efficient, so that we were able to start the project highly motivated and really optimistic despite a tight schedule,” reported Kramer. And the move to the AWS Cloud went like clockwork right from the start. A fact that Kramer attributes not least to Syntax’s structured way of working: “We realised straight away that the team had extensive experience - clear guidelines and formulated checklists were the basis for time-efficient and results-oriented planning of which topics needed to be clarified with whom and when.”

The provisioning of the individual systems within the SAP landscape also ran smoothly and professionally: Syntax took care of technical tasks such as setting up the landing zone so that the AKG Group’s IT department could then quickly carry out comprehensive tests of the operational functions and processes in the new operating environment. A harmonious collaboration was particularly important because the previous hosting partner had set a tight deadline by which the migration and subsequent cloud operation had to be completed. The good planning and preparation paid off: “The complete move to the AWS Cloud and the restart took place over a long weekend,” explained Kramer. “We had a downtime of just four days, and everything ran smoothly afterwards.”

More time for more important tasks

Since the successful migration to the AWS Cloud, Syntax has taken care of the basic operation of the SAP system. In accordance with the service level agreement (SLA), all entities of the AKG Group around the world now have a suitable point of contact for support issues. The outsourcing to the AWS Cloud and the external

management of ongoing operations relieve the AKG Group’s internal IT team enormously. “Our colleagues can rest assured that the SAP landscape is in good hands,” said Kramer. “And the resources freed up are channelled into value-adding tasks.”

Another advantage of the new operating model is that the SAP system is hosted in a central hub, making it available around the clock for all locations worldwide. Previously, all sister plants were connected to the main plant. If there was a problem in China, for example, a colleague’s ticket might not be processed until the next day due to the time difference. Now, availability is guaranteed via the hyperscaler and Syntax services.

The AKG Group also benefits from the high security standards in the AWS Cloud. The fact that the ERP system is better protected in this way allows Kramer and his team to look to the future with greater peace of mind. The next big project will now be the switch to S/4HANA. “That will be an exciting challenge, but thanks to its performance to date, Syntax will certainly also play a central role in the S/4HANA selection process. We are looking forward to the task with confidence.”



About Syntax

Syntax provides comprehensive technology solutions and trusted professional, advisory, and application management services to power businesses’ mission-critical applications in the cloud. With 50 years of experience, 900+ customers, and 2,700 employees around the world, Syntax has deep expertise in implementing and managing multi-ERP deployments in secure private, public, or hybrid environments. Syntax partners with SAP, AWS, and other technology leaders to ensure customers’ applications are seamless, secure, and at the forefront of enterprise technology innovation.

For more info, visit syntax.com

